

TRAVEL PROCEDURAL GUIDANCE

| | |
|--------------------|---|
| Section | Travel |
| Contact | Strategic Projects and Procurement Director |
| Last Review | November 2023 |
| Next Review | November 2026 |
| Approval | SLT 23/10/105 |

Scope:

This Travel Procedural Guidance applies to all University-sponsored travel by University Travellers.

University Travellers are defined as anyone participating in university-sponsored travel activities (including all permanent, fixed term or temporary staff, faculty, students, visitors, guests, and other non-university personnel who have been authorised and directly funded to travel on behalf of the university. This includes adjunct staff, casual employees, post-doctoral fellows, research assistants, teaching fellows, visiting academic staff, graduate assistants, tutors, senior tutors, and research officers).

University-sponsored Travel can be done by foot, bicycle, scooter, automobile, train, boat, bus, airplane, ship, or other means, with or without luggage, and can be one way or round trip. Travel is most often conducted to reach a distant location, but travel can also include single or successive activities within short distances.

University-sponsored Travel includes all activity days that deliver a benefit to the university, where this includes travel and recovery days.

Dual-purpose travel is defined as a combination of part University-sponsored travel and part private/personal travel. "Private Travel" is personal/private travel which occurs in conjunction with university-sponsored travel when a personal/private portion of a journey combined with, but secondary to, University-sponsored travel.

Multi-purpose travel is defined as university-sponsored travel that combines more than one travel activity associated to more than one Massey initiative, event, goal or business objective (e.g. University Traveller attends a conference overseas in a location where their research project is being conducted).

This guidance is not to be considered in isolation. It is to be read in conjunction with all related policies and other documents, including, but not limited to, those specifically referenced in this document.

Purpose:

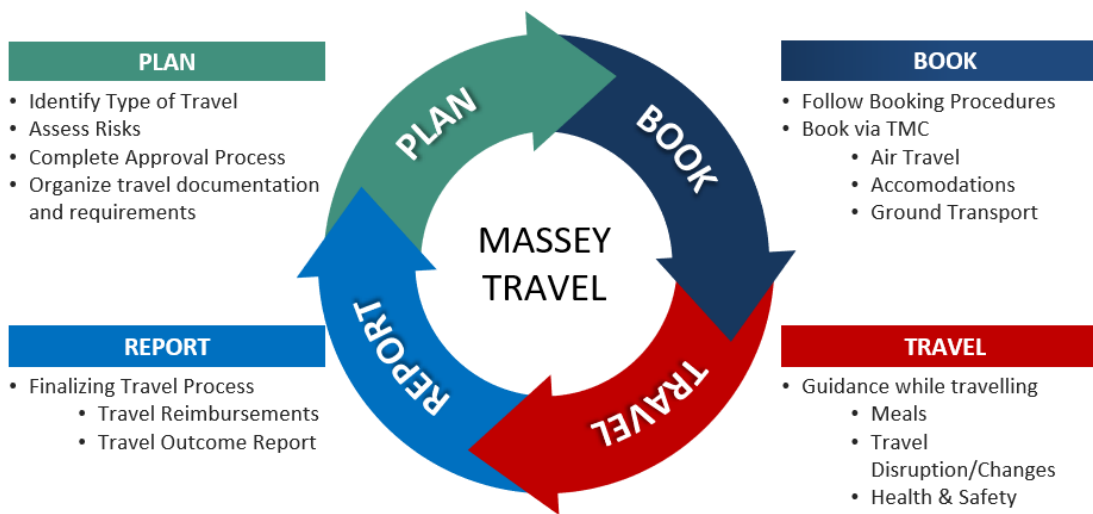
The Travel Procedural Guidance details processes and procedures University Travellers and University Travel Approvers are expected to follow and maintain.

This Guidance is divided into the following sections:

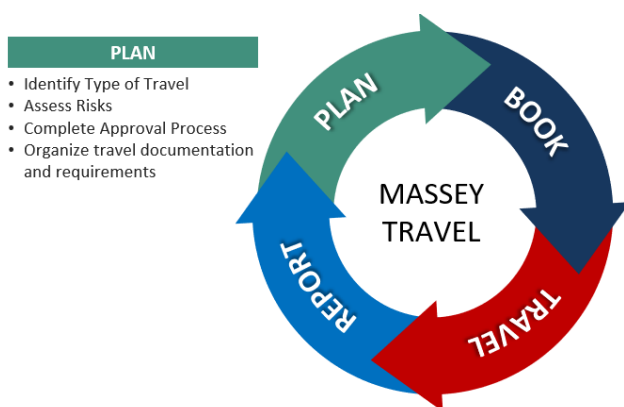
1. Planning Travel
2. Booking Travel



3. Travelling
4. Reporting
5. Frequently Asked Questions



Planning Travel:



IDENTIFY TYPE OF TRAVEL

University-Sponsored Travel

For travel to be funded and sponsored by the University, it must have a defined benefit that contributes to achieving the goals of the University.

If multiple University objectives are being achieved with travel to multiple locations in a single journey, each independent segment of the travel must have a

defined benefit to the University to be considered as Multi-Purpose Travel. If a segment of travel has been added without a pre-identified and approved benefit to the University, that segment will not be considered University-sponsored Travel, and it will be managed as personal travel/personal leave.

The University recognises that staff and students are best placed to form and evaluate their rationale for their travel activities and associated carbon emissions, but they should refer to the guidance below to help them to identify the types of travel that are essential and justifiable.



Staff are encouraged to utilise the resources of administrators and administration hubs to assist in the planning and booking of university-sponsored travel.

| <p style="text-align: center;">Well-justified travel</p> <p style="text-align: center;">Travel that is associated to goals and objectives that can only be successfully met through in-person collaboration/on-site presence. Travel must provide benefits to the University through knowledge sharing, networking, or developing new skills.</p> | <p style="text-align: center;">Poorly justified travel</p> <p style="text-align: center;">Travel that is associated to goals or objectives that can be successfully met through virtual communication or achieved with low-cost or low-carbon alternatives)</p> |
|--|---|
| <ul style="list-style-type: none"> • Externally funded fieldwork/lab-work/research/study trips that cannot be carried out locally or virtually. • Presenting and promoting work/research at conferences, meetings, workshops. • Attending key training not available locally or virtually. • Conferences/meetings where there are significant associated opportunities and outputs with clearly measurable outcomes or benefits to be delivered to Massey in the near-term. • Critical or essential opportunities for networking including meetings to establish important collaborations and trust. • Long stays at other institutions for research, study, or business purposes. • Travel subject to contractual obligations with external partners or funding organisations. • Some legally or commercially sensitive negotiations or discussions, where these cannot be carried out locally or online. • Some public outreach/engagement activities that cannot be carried out locally or online. | <ul style="list-style-type: none"> • Frequent, routine, or administrative meetings with colleagues/collaborators. • Travelling without presenting new research results. • Travelling for very short durations without significant associated opportunities or outputs (e.g., to give a talk or keynote address that will not have defined outcomes or benefits to Massey). • Conferences/meetings where no new results are presented and there are limited associated opportunities or outputs. • In-person examinations (recommended default is online when examiner travel involves air travel). • When goals could be achieved with fewer Travellers. • Attending a workshop or meeting not directly related to own research, study, or business projects. • Speeches and lectures that could be given virtually instead. • Any circumstances where cost of travel is prohibitive or excessive. |

Dual Purpose Travel / Personal Travel:

Dual-purpose travel (combining travel for university purposes and personal travel) may be deemed acceptable when:

- The primary reason for the trip is for university purposes and meets criteria for well-justified University-sponsored travel. Managers will be required to ensure this provision is not overused such that a perception could be created that work trips are being undertaken to supplement personal travel.

- The 'University-sponsored portion' of the travel has been authorised and the 'personal portion' of the travel has been approved in compliance with the university's leave policies.
- Any costs associated with personal travel will not be incurred by the University. The private travel component must not be paid for using University funds. Payment of the private travel portion of any Dual-Purpose travel is the University Traveller's responsibility. If the University's Travel Management Company (TMC) is used for personal bookings, payment must be made directly to the TMC by the University Traveller prior to departure.
- The University Traveller will pay for all private costs relating to the private travel portion which includes any excess airfare, accommodation or other cost differential caused solely by adding a private travel component to a university-sponsored travel booking. For example, where adding dates for personal travel results in airfare increases.

Unless specifically provided for in any other University Policies, the University will not fund the travel costs of persons accompanying the University Traveller, unless that person is clearly contributing to the University's business.

The University Traveller should inform their manager if they intend any family member to accompany them on work-related travel regardless of whether the University contributes to costs. This is to ensure that there is proper consideration of any perceived personal benefit or conflict of interest.

Personal travel details are required to be recorded in the travel request form and will be supplemented with indicative quotes of costs that are to be covered by the Traveller.

Planning and assessment of risks:

Travelers should be prepared for potential travel delays or disruptions and have contingency plans in place to address any issues that may arise. By planning ahead and having contingency plans in place, University Travellers can minimize the impact of any delays or disruptions on their travel plans and the associated outcomes they are working to achieve.

International Risk Assessment:

All international travel requires a Risk Assessment to be completed prior to booking, considering the risk of travel to the University Traveller, to the chosen destination, for the activity being undertaken, at the time of the trip and any steps taken to minimize the risk. Completing a Risk Assessment prior to making an international booking is essential.

The University has engaged the services of a Travel Risk Management Service Provider (**TRMSP**), Healix International. Healix is a global leader in international medical, security and travel advisory services. The services provide University Traveller's 24-hour expert advice and assistance before you travel, while abroad, and/or in an emergency.

Various services include but are not limited to:

- Security advice, Traveller tracking and assistance;
- Emergency medical services;
- Emergency extraction services;
- Translation services; and
- Travel advice

As some of the services available are contingent on the University being able to report travel arrangements to the service provider, this is dependent on utilising the University's TMC for booking.

University Travellers are advised to review the risk assessment again prior to commencing travel to ensure it remains accurate. While conducting travel activities, University Travellers should access up to date travel information and advice and real time alerts on breaking news globally that may impact the safety and security of travelling in specific locations.

While conducting travel activities, University Travellers are encouraged to utilise the Healix Travel Oracle App to access up to date travel information and advice and real time alerts on breaking news globally impacting the safety and security of traveling in specific locations.

Refer to Massey's Support services [Travel Advice](#) for information on the Healix Travel Oracle App.

The Ministry of Foreign Affairs and Trade (MFAT) provides advice on security and safety concerns in many destinations. This advice is based on information from several sources. It reflects potential risks, and our assessment of what these might mean for New Zealanders.

| MFAT Travel website classification | University Policy |
|---|--|
| Countries and territories that are classified as Do Not Travel on the MFAT Safe Travel website | University Travellers must not visit under any circumstances due to the extreme risk associated with these areas |
| Countries or territories classified as Avoid non-essential travel are deemed high risk | Should only be visited under exceptional circumstances and must be approved by the Vice-Chancellor prior to booking |
| For other cautionary classifications | The travel approver needs to demonstrate a high degree of conviction in the need for the trip and that other alternatives (video conference, host relevant meetings in another country etc.) are not readily applicable. |

Complete Approval Process:

Approval for travel must be provided prior to finalising the booking and completing the travel.

It is the **University Traveller's responsibility** when seeking University Travel approval to:

- comply with Travellers' Responsibilities and the Travel Policy in its entirety.
- inform their manager if any part of their trip changes before commencement, or during their trip.
- ensure budget is available to cover the expected travel costs prior to requesting travel approval; and
- have the correct documentation to enter planned destinations and perform the required business activities, prior to departure.

Those making travel-related decisions must consider the following:

- The environmental impact of travel activities.
- The primary reason for travel and whether the outcomes can be effectively achieved by other means such as virtual methods or using local or low carbon transport methodologies.

- The assurance of value-for-money when making travel expenditures that consider benefits, outcomes, and appropriate use of resources (time and money).
- Any potential risks related to the health, safety, and security of University Travellers.
- Whether the travel falls within budget and delegated authority.
- If it is planned sufficiently in advance to minimise costs; and
- The compliance to all internal procedures and external regulations or requirements.

Reasonable Travel Time/Days in Transit:

Days in transit may be considered working time where it is associated with the intended University-sponsored Travel, Guidelines related to Days in Transit are below:

- For travel within New Zealand, University Travellers will typically require four to eight hours of a working day as a 'day in transit'; or
- For travel outside of New Zealand, the University expects that reasonable time spent travelling overseas and returning to New Zealand will typically be no more than two calendar days one-way (being 48 hours one-way). Any itineraries in excess of two days transit one-way must be approved by the University Traveller's line/approving manager prior to booking.

Submitting Travel Request:

When seeking approval for a travel request, the University Traveller should include:

- details of travel location;
- reason for travel;
- travel dates;
- estimated cost of trip;
- details of any private/personal days;
- details of any intended leave to be taken; and
- details of any travellers accompanying the University Traveller on any portion of their itinerary.

The University Traveller must ensure the necessary budget is available to cover the estimated travel expenses before seeking their Line Manager's approval.

Travel Approval

It is the responsibility of the University Traveller's Line Manager or relevant approving authority to:

- comply with Travel Approvers' Responsibilities and the Travel Policy in its entirety;
- ensure travel is approved in the shortest timeframe possible (typically within two-three working days);
- confirm the purpose of travel is legitimate and for official University business activities;
- confirm the benefit to be gained by the trip justifies the expense;
- confirm the relevant documentation has been completed and considered, if applicable;
- ensure the University Traveller's day-to-day work responsibilities are covered during their absence;
- ensure the travel expenditure is allocated to the correct budget codes; and
- review and ensure travel expenses incurred and submitted for reimbursement are reasonable, necessary and in compliance with the University's policies before granting approval.

Organise travel documentation and requirements:

Passports and visas

It is the University Traveller's responsibility to determine if a passport, visa or other travel documentation is required. University Travellers are responsible for obtaining their own passport, entry visa or travel authorisation documents. University Travellers are responsible for the costs to obtain their own passport. The University will reimburse the cost of any other travel entry documentation required for University-sponsored travel. University Travellers should use the MFAT website and seek guidance from the TMC to determine if a country requires a visa and to process the application.

Vaccinations:

Travelling to different climates and environments can expose University Travellers to disease and health risks. Advice on vaccinations varies from one country to another. Further information is available from the MFAT website, the TMC, your general medical practitioner or an appropriate travel clinic. Costs of vaccinations will be covered by the University for University-sponsored travel to countries which require vaccination.

If University Travellers knowingly refuse medical advice, the University will not be held responsible should any injury or illness occur.

Insurance:

- Automatic international travel insurance coverage applies to a University Travellers on approved University-sponsored Travel when booked through the TMC. Individuals travelling on behalf of the University must use the University's travel insurance coverage. The TMC will automatically arrange insurance for international travel, not domestic travel.
- Travel to certain high-risk destinations may require an additional premium.
- In the case of Dual-Purpose travel, University Travellers may elect to be covered by the University insurance for the entire itinerary (including personal portions of a trip). The University Traveller must work with the TMC to ensure the insurance expense of the personal portion of a trip is reimbursed to the University. Travel insurance for the personal/private segment of a journey can be arranged independently from Massey's TMC, but staff are encouraged to utilise the services of the TMC.
- The University's insurance policy is only available to those travelling on behalf of the University and does not extend to cover family members or others travelling with the University Traveller.
- Insurance needs associated to travel of family members or others not travelling on behalf of the University must be arranged separately and is the responsibility of the University Traveller.
- Rental vehicles hired in New Zealand for approved University-sponsored travel are covered under the University's insurance policy. The domestic rental company's insurance cover must be declined.
- The University's insurance only covers the excess on international vehicle rental insurance policies up to a value of NZD \$5,000. Excess waivers under this value should be declined when purchasing international vehicle insurance.
- Where travel includes equipment other than personal effects (e.g. specialist University equipment) or specific items the University Traveller must advise the TMC so that the additional cover can be organised.
- For more information regarding Massey travel insurance coverage, claims and exclusions, refer to the Staff Travel Insurance Policy Summary or the Student Travel Insurance Policy Summary.

Exemptions from Procedural Guidance:

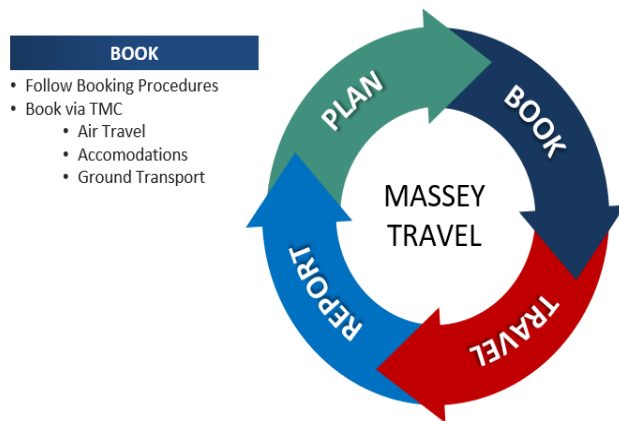
There may be occasions when it is not possible to follow the above principles. Appropriate criteria for deviation from the travel guidance include:

- safety considerations (e.g., in some countries/regions public transport may not be sufficiently safe);
- caring responsibilities, where a longer time away would mean you are unable to make the trip;

- when following the sustainable business travel guidelines would be detrimental due to disability, health or wellbeing conditions; and
- when contractual obligations from external partners (e.g., funding bodies) make following the travel expectations impossible.

Written approval of any exemption must be sought from the relevant SLT member.

Booking Travel:



Follow Booking Procedures:

Travel should be planned in advance and wherever possible multiple trips to similar destinations should be consolidated. Planning and approval must occur early enough to allow appropriate lead times for booking once approval is granted.

It is expected that whenever possible, University Travellers will seek approval a minimum of six weeks in advance for international travel and minimum of four weeks for domestic travel for all air travel approval applications.

Use of Massey University Travel Management Company (TMC)

All University travel must be booked and paid for via the University's approved TMC. The TMC manages travel bookings for the University including flights, accommodation, car hire, some ground transport (e.g., rail passes) and other travel services such as visas.

The TMC provides an online self-service booking tool which should be utilised for domestic and simple Tran-Tasman international travel.

The payment method to the TMC includes:

- Massey Travel Account (applicable to domestic bookings made in the Online Booking Tool).
- Purchase Order along with GL code.
- Direct payment by the Traveller when personal travel is included in the trip.

Massey University is a participant to the All of Government (AoG) travel agreements including for air travel services. The TMC will in the first instance, endeavour to quote and book travel through preferred agreements. Where the preferred suppliers are unable to service the Traveller's requirement or the destination, the TMC will provide alternative solutions for review and approval.

Exceptions to booking via the University's chosen TMC are limited to:

- If the University-sponsored Travel is wholly funded by an external source which mandates the use of their own travel agent. However, in most cases, the University Traveller should be able to book through the TMC and invoice the external source for the cost.
- Emergency situations where exemptions to the Travel Policy are required. For example, natural disaster.

If the TMC is not used, there may be an inability to support the University Traveller through emergency situations or when travel is disrupted. In addition, if the TMC is not used the reimbursement of travel costs could be adversely impacted.

The TMC has contractual obligations to the University. University Travellers may submit feedback to the Strategic Procurement and Contracts Office regarding any service level matters related to the TMC.

Loyalty programmes and lounge memberships:

Participation in supplier loyalty programmes is the University Traveller's choice, therefore the Traveller is personally responsible for the payment of any membership fees including Koru membership.

Airline lounge memberships are at the personal cost of the University Traveller.

Utilisation of the 'Best Fare of the Day' in relation to the itinerary and any applicable health and safety requirements must override all personal airline preferences and/or accrual of frequent flyer or membership points.

Air Travel:

Through the TMC, the University Traveller should select the most economical airfare available at the time of booking (best fare of the day) whilst also meeting the business, itinerary and any applicable health and safety requirements of the University Traveller.

If best fare of the day in relation to the itinerary requirements is not selected, the University Traveller may be requested to provide the rationale for non-selection, and this, along with the cost differential will be reported to the University.

Travel should be planned in advance and wherever possible multiple trips to the same location should be consolidated.

Domestic Air Travel:

University Travellers are required to obtain simple written approval (usually via email) from their Line Manager or relevant approving authority prior to booking domestic travel, in accordance with this Guidance.

Completion of a Risk Assessment is not required for domestic travel.

The University encourages the use of ride-sharing or taxi services when ground transport is needed to an airport from one of the university's three campuses.

Domestic air travel must be booked at Economy Class for all University travel. Air travel within three hours driving distance of a University Campus is not permitted.

The University encourages the use of ride-sharing or taxi services when ground transport is needed to an airport from one of the university's three campuses.

International Travel:

It is expected all University Travellers will travel Economy Class for all international flights.

Completion of a Risk Assessment is required for international travel.

Upgrade of Flights:

If a University Traveller wishes to upgrade air travel to a higher class, they must do so with their own personal funds or loyalty/frequent flyer points. This can be arranged through the TMC.

In exceptional circumstances upgraded travel may be permitted, subject to written prior approval from the Vice-Chancellor (VC) or relevant SLT member.

An exception may occur where a specific class of travel is explicitly defined in contractual arrangements between the University Traveller and the University. In general, the benefits to the University of travelling Premium Economy or Business Class must clearly address extenuating circumstances and outweigh the costs involved.

Charter Flights:

Where destinations are not readily accessible by normal commercial carriers and/or it is economical to do so, requests to use charter or personal aircraft can only be authorised by both the relevant SLT member and the VC.

Only charter companies registered with Civil Aviation Authority (CAA), or similar regulatory bodies can be used. Multi-engine aircraft are recommended. University Travellers should work with the TMC to confirm details of charter are part of the Traveller's booking record and to ensure appropriate insurance coverage.

Baggage

The University will not pay excess baggage fees for additional personal effects (additional items which are not required for the purposes of the University-sponsored travel). If excess baggage is a likely requirement of a University-sponsored trip, the Traveller must advise the TMC, as it is less expensive to pre-book excess baggage. Failure to do so may result in the application for reimbursement being declined.

Additional insurance cover may also be required and the TMC will provide guidance.

Accommodation:

For domestic accommodation, all bookings should be booked through the TMC to access the University negotiated accommodation discounts and/or ensure the university's duty of care obligations. Where possible accommodation should be booked at the same time as airfares to reduce the booking fees paid by the University.

Accommodation for a conference package is to be booked through the TMC. In circumstances where the required accommodation isn't available to book via the TMC, or where a preferential rate has been negotiated for conference participants, then the University Traveller may use a University credit card (or paid by the Traveller and reimbursed through the University's Flexipurchase system with submission of receipts).

When undertaking field work and research trips that involve non-commercial accommodation such as camping, the details of this activity should be considered Student fieldwork.

When selecting accommodation, the TMC will provide options and the University Traveller is expected to confirm the selected accommodation is:

- meets reasonable professional standards;
- is cost-effective;
- is in a suitable location relative to where travellers are working; and
- the standard and type of accommodation does not present any safety or security issues.

The University understands certain factors such as location, seasonality, lead time of booking etc. can influence the price of accommodation. As a guide, \$NZD200 - \$350 (or local currency equivalent) per night would be considered a reasonable amount.

Staying with family or friends:

The University recognises that there are times when staying with family or friends is a preferred option for University Travellers. This is acceptable and encouraged by the University provided that overall work performance is not affected by any discomfort, distraction or inconvenience created by the home visit.

Costs associated with arranging private accommodation with relatives, friends or colleagues while away for University Purpose Travel may be eligible for reimbursement. Where applicable, further information regarding living and incidental allowances are available in MUCEA and MUIEA, Part 6 Allowances (Clause 6.1).

Ground Transport:

The University encourages the use of ride-sharing or taxi services when travel originates from one of the three campuses.

Travel should be planned in advance and wherever possible multiple trips between campuses within the same week should be avoided through 'batching' travel.

Car-pooling in University Fleet cars for trips between Wellington and Palmerston North is preferred to single occupant trips.

The University Traveller should consider using public transport (buses or trains) where time permits to reduce emissions. When travelling with other Travellers or transporting large materials by vehicle, rental vehicles or Massey Fleet vehicles are often more cost-effective than other forms of ground transport.

The use of private vehicles for University business is strongly discouraged and private vehicles should be used only when the use of a private vehicle is the most reasonable, sustainable and economical option. Where University Travellers choose to use their own private vehicle for University purposes, it is the University Traveller's responsibility to ensure the vehicle has appropriate business insurance cover and is in a roadworthy state for the duration of the trip. The University traveller must observe all traffic laws and will be personally liable for any breaches of those laws (including parking and speeding offences).

Rental vehicles hired in New Zealand for approved University-sponsored travel are covered under the University's insurance policy. The domestic rental company's insurance cover must be declined.

Refer to [Vehicle Management Policy](#) for more information regarding Massey fleet vehicle bookings.

Parking

Whenever possible, University Traveller's traveling to the same location should share ground transportation.

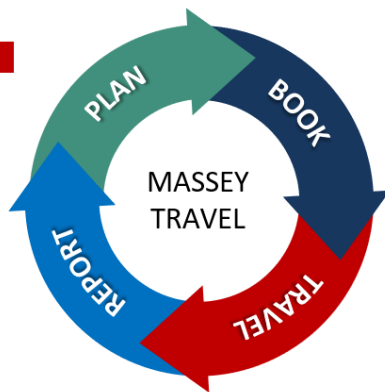
Long-term parking facilities are mandatory to be used for trips over two days (replacing terminal parking).

Wherever possible, University Travellers should seek an economical parking arrangement (e.g.: early-bird or pre-booking).

Travelling:

TRAVEL

- Guidance while travelling
 - Meals
 - Travel
 - Disruption/Changes
 - Health & Safety



Guidance while travelling:

Meals and incidentals:

The University will reimburse all reasonable costs for meals and incidentals or out of pocket expenses that have been pre-approved or indicated through the approval process.

The University understands that certain factors can influence the price of travel. We expect University Travellers to act responsibly when making purchases to ensure only necessary and reasonable expenses are incurred and such expenses are capable of withstanding audit scrutiny.

Travel reimbursements:

The University will reimburse the actual cost of meal expenses while the University Traveller is away on University-sponsored travel activity. Staff are expected to exercise moderation and prudent judgement, including consideration of the following:

- the actual and reasonable cost of meals appropriate to the travel will be reimbursed;
- the cost of meals to be paid for by the University must be in the mid-range both in respect to the eating establishment concerned and the menu of the eating establishment;
- the cost of meals is only reimbursable when travelling outside your home city/location, as travel concludes once you have returned to your home location; and
- the University will not routinely reimburse for mini-bar expenditures. These are treated as a personal expense of the Traveller. However, the minibar may be used as an alternative to, or as part of, other sustenance

arrangements such as drinking water where there is none supplied freely in the room. Snacks are not reimbursable unless the snack is in lieu of a meal.

As a guide, the following amounts (for meal expenses) are deemed reasonable (including any applicable tax/GST or gratuities when applicable):

- Breakfast will be paid where the traveller has an early start to their business travel or is staying overnight (\$25 NZD per person domestically, \$40 NZD internationally).
- Lunch will be paid where a business activity involves an overnight stay and lunch has not been provided (\$25 NZD per person domestically, \$40 NZD internationally).
- Dinner will be paid where a business activity involves an overnight stay and dinner has not been provided (\$70 NZD per person domestically, \$80 NZD internationally).
- This includes University Travellers with other parties or peers.
- The only exception to the above is where a University traveller hosts visitors while away on business and such hosting is expected to be part of the business conducted (refer to the [Sensitive Expenditure and Gifts Policy](#)). Full details for the event must be provided, including:
 - The nature and business purposes of the entertainment and or/hospitality;
 - Number and names of attendees, their positions and the business they represent;
 - Names of the Massey University Travellers attending the event;
 - Copies of all receipts; and
 - If the cost is likely to be more than \$80 NZD per attendee, it should be included in the estimate provided at the time of travel authorisation.

- Actual daily expenses claimed should be reasonable and appropriate (Some areas of the University may claim per diem for travel).

University travellers are expected to exercise moderation and prudent judgement, to ensure they only incur necessary and reasonable expenses, and such expenses are capable of withstanding audit scrutiny. When sound business reasons necessitate that business meals exceed the daily expenses (\$120 NZD for domestic and the equivalent conversion amount for international), the excess cost of the daily food and beverage expense must be approved by the relevant SLT member.

Consumption of alcohol:

In the interest of health and safety, the consumption of alcoholic drinks should be kept to levels recommended by the Ministry of Health.

Travellers are also reminded of their responsibility to ensure that they are not affected by alcohol while working for and representing the University, driving university-owned or rental cars or operating machinery.

Group Meals and Business Hospitality:

In situations where a University Traveller is conducting business with one or more guests, reasonable meals and entertainment expenses are allowable. Business meals and entertainment must be directly related to University business.

Travel Disruptions/Changes:

Disrupted Travel:

When a confirmed trip is cancelled or if tickets are lost or stolen, the University Traveller must immediately advise the TMC.

Unused airfare credits (credits on hold) must be used for subsequent bookings, where possible and will be managed through the TMC.

Travel Changes:

Should there be any changes or cancellations to a request that has already been approved and/or booked, they must be made through the TMC. Changes that incur costs greater than 10% of the original portion of the quote approved must also be approved by the Approval Manager.

Lost Baggage

In all instances, if baggage is lost or damaged while travelling on University-sponsored travel, the Traveller must make an immediate insurance claim against the local airline or carrier at the airport of destination. The ultimate responsibility for retrieving and compensating lost baggage lies with the airline. The University will not reimburse Travellers for personal items lost whilst travelling. If an insurance claim to the University is made, any excess may be incurred by the Traveller.

If bags are lost enroute and the University Traveller wishes to make a claim to the University insurance provider, the following procedures are recommended.

- obtain a lost luggage report form from an airline representative in the local baggage claim area;
- itemise the contents of the bags, including receipts, wherever possible;
- include a copy of the airline ticket and baggage claim documentation; and
- keep a copy of the report, airline ticket and claim stubs.

For current guidance and information related to travel disruptions or emergencies, please refer to the

[Travel insurance sharepoint page](#)

Health and Safety while Travelling:

The University recognises that travelling has an impact on staff wellbeing and work-life balance. Managers are expected to consider the health, safety and wellbeing of University Travellers (and others) at all times and make the appropriate decisions regarding travel.

The University understands the need to accommodate travellers with health issues or physical limitations and has a duty to make reasonable adjustments to ensure disabled people do not face any substantial disadvantage in comparison with non-disabled people when participating in travel activities.

It is the University Traveller's responsibility when seeking University travel approval to conduct a self-assessment to ensure they are physically and medically fit to travel. In making this assessment, University Travellers are strongly encouraged to seek medical advice and clearance from a doctor for pre-existing medical conditions prior to travelling overseas. Where a pre-existing condition requires medical attention while travelling, the insurer may require medical evidence that you were 'fit to travel' upon commencement of travel. Any documentation pertaining to a Traveller's medical status is to be retained by the Traveller for use if required.

While travelling, the University Traveller must provide their contact details to their Manager and the TMC. It is strongly recommended the Traveller keep in regular contact with their Manager, particularly if changes occur to the original travel plan.

Where driving time and expected work hours exceed 10 hours in one day, alternative arrangements shall be given preference; such as staying overnight, reducing work hours flying, or sharing the driving with another approved driver.

Emergency Support during travel:

- The University has engaged the services of a Travel Risk Management Service Provider (TRMSP) (refer to the earlier section on Risk Assessment). The services provide University Traveller's 24-hour expert advice and assistance before you travel, while overseas, and/or in an emergency.
- Should there be a need to contact the TRMSP, use the contact information provided as part of your travel itinerary documentation.
- In addition, it is highly recommended you contact your Manager to advise them of the circumstances to ensure your well-being is well supported.
- University Travellers should be vigilant with their personal safety whilst on University travel and should avoid taking unnecessary risks.

Accidents:

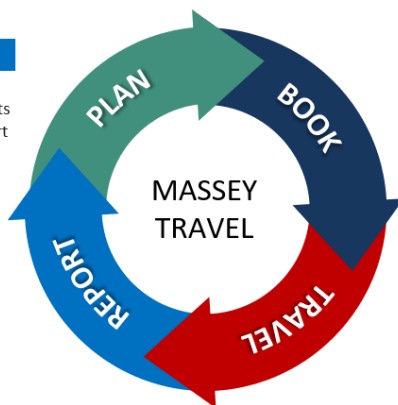
All vehicle accidents and/or incidents involving rental or University-owned vehicles require the immediate reporting of all damage regardless of whether other vehicles are involved. Collisions with animals, fence posts, gates, debris from highway, vandalism, etc. will require immediate notification to the insurance company. If the accident or incident involves other vehicles; third-party driver's/owners name, license plate numbers, driver's license numbers, names and addresses of witnesses should be obtained where possible. Travellers must report all incidents to their Manager, the TMC, the Strategic Procurement and Contracts Office, and any relevant insurance provider.

For current guidance and information related to travel disruptions or emergencies, please refer to the

[Travel insurance sharepoint page](#)

Reporting

- REPORT**
- Finalizing Travel Process
 - Travel Reimbursements
 - Travel Outcome Report



Finalising Travel Process:

Travel Expense Claims:

University Travellers should complete the expense reimbursement process in compliance with the Reimbursement of Expenses Policy. Wherever possible, University Travellers must keep all receipts for all expenses incurred during travel and submit these for timely reimbursement. The University will reimburse all reasonable costs for travel and accommodation, meals and incidentals or out of pocket expenses that have been pre-approved. However, the University assumes no obligation to reimburse for expenses that have not been approved or that

are not compliant with this policy. This includes excess baggage costs that are not pre-approved.

Reconciliation of all travel expenses must be completed within 30 days of completion of travel.

Travel Outcome Reporting:

University Travellers will be asked to provide a record or report on the achievement of the objectives related to the purpose of the University-sponsored travel. This should clearly identify how the travel aligned with the University's strategy, enhanced the goals of the University, College, or Unit.

Frequently Asked Questions:

Can I utilise my loyalty programmes when booking travel?

University Travellers are welcome to use their own loyalty schemes if it does not interfere with the lowest-priced logical choice available, or the payment methodology set by the University.

What types of costs are covered by the University?

The University will fund reasonable travel costs including:

- air travel (e.g., commercial airlines, airport taxes and fees);
- accommodation (e.g., hotels, hostels);
- non-commercial accommodation (e.g., camping grounds, Airbnb);
- ground transportation (e.g., hire car, taxi, bus, train, road tolls);
- taxi charges (including Uber but excluding gratuities);
- other modes of transport (e.g., ferry);
- car parking costs or cost to transfer to airport;
- meals (fair and reasonable);
- conference or function packages (packages may include accommodation, meals etc.);
- incidentals (e.g., drinks such as water and coffee/tea, gratuities);
- other personal expenses (e.g., internet and phone charges) and visas and vaccinations if required for destination specific overseas travel;
- excess baggage charges (only when excess is due to traveller carrying University equipment/materials); and
- corporate Hospitality Entertainment for legitimate business reasons (prior approval from your Manager is required).

Low carbon travel choices at overseas destinations



Recreational activities such as sightseeing tours, cinema, theatre, in room movies, sporting and cultural events will not be funded by the University, unless approved by a manager as legitimate University-sponsored travel.

If you are unsure, please seek approval prior to incurring the cost or the reimbursement may be declined.

Can I provide a gratuity/tip?

- Tipping or gratuities provided during travel in New Zealand or Australia will not be paid under any circumstance. In overseas locations where tipping is the usual practice such expenditure will be reimbursed where the amount is modest and reasonable and in alignment with the customary range of local tipping standards/expectations as detailed in [worldwide tipping guide](#) website. Cash tips must be documented with details of the service provider a tip was provided to and the details related to the date of when the tip was provided.

What are some ways I can travel in a more sustainable manner?

- Selecting accommodation and transport providers that demonstrate efficient and sustainable management of energy, waste, and water.
- Pack light (this helps airlines cut down on fuel usage and reduces your carbon footprint on flights)
- Minimise onboard airplane waste.
- Bring your own headphones.

- Refill a personal water bottle/reusable hot/cold cup.
- Use a personal neck pillow instead of the plastic-wrapped airline pillows.
- Use electronic boarding passes and e-tickets for flights/events if possible.
- Pack small liquids in a clear, reusable bag.
- Keep the window shade down when flying (helps keep the air cabin cool and uses less energy).
- Avoid plastic packaging at grocery stores/markets.
- Be mindful of water use for showers/baths.
- Skip the daily towel replacement and turn down services at your accommodation.
- Eat fresh and local foods; limit consumption of imported foods (This can be a money saver too).

Sustainable Business Travel (SBT):

- As part of the Massey Climate Action Plan, the University has committed to be Net Zero Carbon by 2030, and it aims to measure and reduce our travel-related carbon emissions.
- To achieve Massey's climate neutrality goals, University Travellers are expected to consider the environmental impacts of their travel.
- We encourage University Travellers to adopt sustainable travel practices when choosing their transportation mode. Greater utilisation of remote interaction (for example, video conferencing) should be considered as an alternative to University-sponsored travel.
- University Travellers should refer to the Low Carbon Travel Guidelines on ways to reduce carbon footprint.
- Staff are encouraged to bundle their travel needs as much as feasible (e.g., if you often travel between the same locations, have multiple events and meetings in the same region, plan to combine trips— especially when travelling by air).
- Where a low carbon alternative to air travel can be found it is preferred over air travel. When travelling by air, Economy class bookings are the default method as Economy class bookings produce less emissions due to the allocation of less space on the plane.

Where can I get more information?

The University's travel policies, procedures, protocols, and processes are supported by the Strategic Procurement and Contracts office (SPCO) in University Services, in conjunction with the University's preferred Travel Management Company (TMC) and Travel Risk Management Service Provider (TRMSP).

This document should be read alongside the University's Travel Policy, [the Massey University Policy on Staff Conduct](#), the [Massey University Code of Student Conduct](#) and other relevant University policies including:

- Guidelines for Dual-Purpose and Multi-Purpose Travel
- Low carbon Travel Guidelines
- Sustainable Travel Guidelines
- MFAT Safe Travel Website
- TMC Travel Booking system and documentation
- Procedures for Course Related Student Travel Overseas
- Chubb Business Travel Insurance
- Vehicle Management Policy
- Reimbursement of Expenses Policy

- Sensitive Expenditure and Gifts Policy and Procedures
- Other related policies/documents:
 - Policy on Staff Conduct
 - Code of Student Conduct
 - Health, Safety and Wellbeing Policy
 - Leave Policy and Regulations
 - Massey University Strategy
 - Staff Travel Insurance Policy Summary
 - Student Travel Insurance Policy Summary.
 - Delegations of Authority Policy / Credit Card Policy
- Guidelines on Research, Teaching, Study and Professional and Organisational Periods/Duties Overseas and in New Zealand and Professional and Organisational Periods/Duties Overseas and in New Zealand